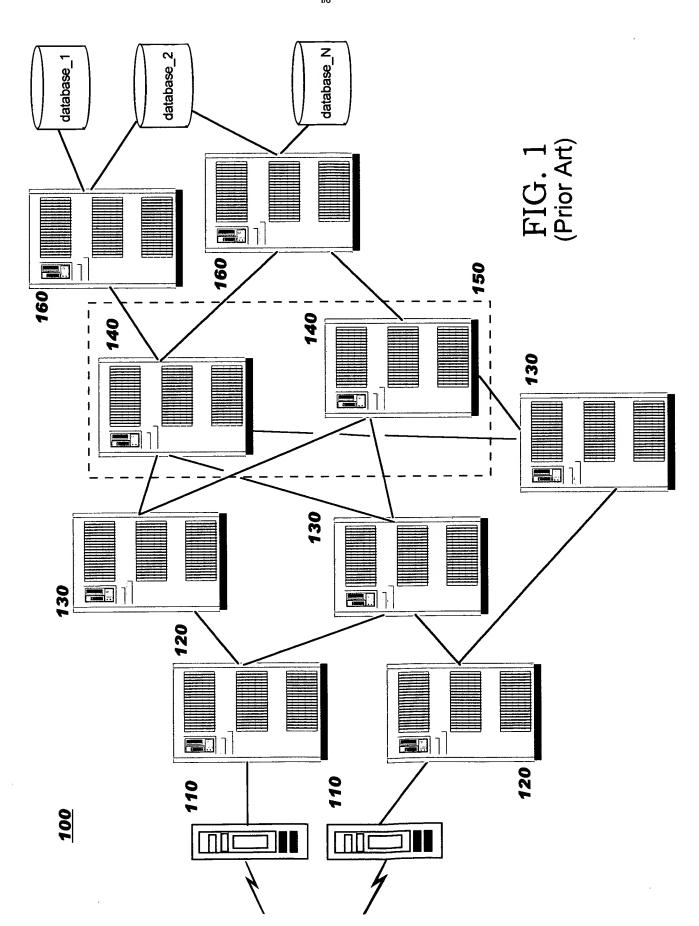
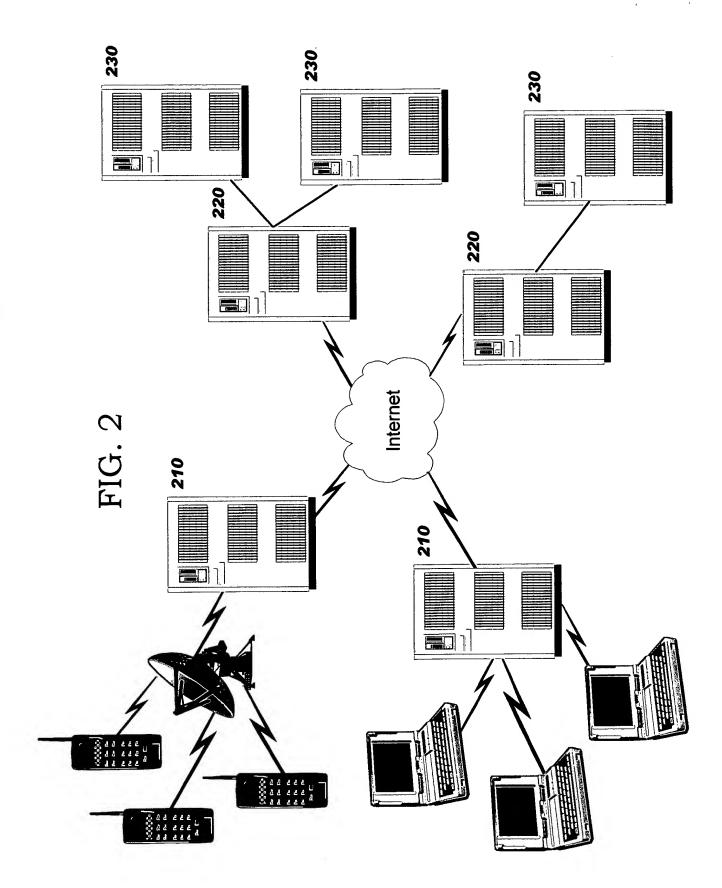
RSW920000158US1
J. Hind, et al.
Improved Clickstream Data Collection Technique
1/6

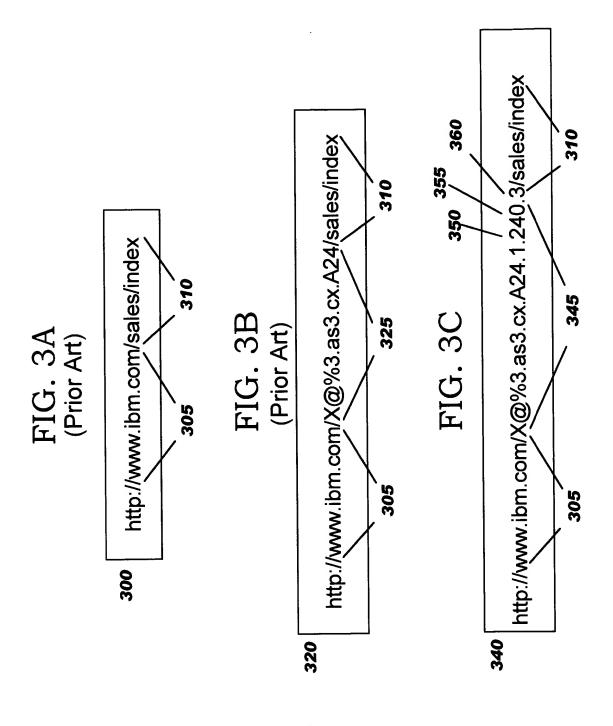


RSW920000158US1
J. Hind, et al.
Improved Clickstream Data Collection Technique
2/6



, 196

RSW920000158US1
J. Hind, et al.
Improved Clickstream Data Collection Technique
3/6



RSW920000158US1 J. Hind, et al. Improved Clickstream Data Collection Technique

[14/Mar/2001:08:56:19:893+0500 - 010] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/images/helpnow_logo.gif" [14/Mar/2001:08:56:19:357+0500 - 001] <X@%3.as3.cx.A24.1.240.1> "ĆLICKSTREAM=customer45.help.isg [14/Mar/2001:08:56:19:893+0500 - 010] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/scripts/login.js" [14/Mar/2001:08:56:19:896+0500 - 011] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/fonts/times.ttf" [14/Mar/2001:08:56:19:357+0500 - 025] <X@%3.as3.cx.A24.1.240.1> "http://w3.ibm.com/helpnow.htm" 420

400

FIG.5

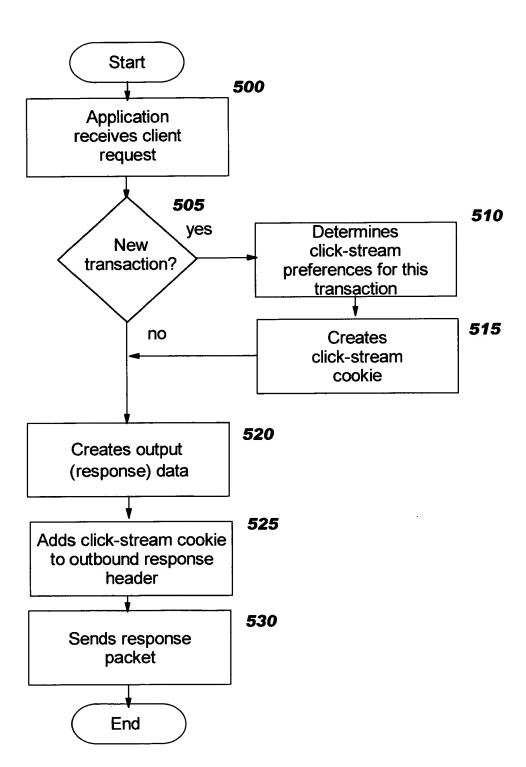


FIG. 6

